A photograph of the Scottsdale City Hall building, a modern structure with a dark facade and large glass windows. The building is set against a clear blue sky. In the foreground, there are some green plants and a flagpole with the American flag.

# PUBLIC SERVICES AND FACILITIES CHAPTER



## INTRODUCTION

Public services and facilities represent the public's investment in the design, development, and delivery of a complex package of service systems and programs, and the physical facilities required to satisfy the needs of a community. These systems are necessary to support and maintain the high quality of social, physical, and economic health, safety, comfort, and general well-being expected by Scottsdale's citizens and visitors. Public services and facilities are the most visible of the city's functions, and are where the city's operations "touch" the most people.

Scottsdale always seeks to meet and exceed the needs and expectations of its citizens and visitors in its public service delivery operations and its infrastructure and capital facilities development. This quest has enjoyed repeated success through the years, a testimony to the ongoing interest and participation of the people of the community in assuring the quality, attractiveness, and livability of the city. The satisfaction of Scottsdale's customers - citizens, businesses, and visitors - is highly valued and reflected in the character and quality of the city.

Scottsdale's physical size, configuration, and the development patterns of the community present a continuing challenge in meeting both the short- and long-term demands of its citizens, visitors, and commuting workers. The cost effectiveness of extending municipal infrastructure to and through low density developments is particularly challenging and must require maximum participation by their developers to avoid negative net balances in the city's operational and capital expenditure accounts. Decentralization of public service delivery systems is required to provide appropriate and equitable levels of service for citizens and visitors in all areas of the community.

The Public Services and Facilities Chapter provides broad guidance about the provision of community services and physical facilities for the City of Scottsdale in keeping with governmental roles of protecting the health, safety, and welfare of the community. It is an important guide in determining the strength and quality of the community.

## Contents

The following elements are included in the Public Services and Facilities Chapter:

### **SAFETY ELEMENT**

- Goal S 1. Safe environment
- Goal S 2. Protection from flooding
- Goal S 3. Safe transportation system
- Goal S 4. Hazardous materials

### **PUBLIC SERVICES ELEMENT**

- Goal PS 1. Solid waste
- Goal PS 2. Flood hazards
- Goal PS 3. Utility systems design
- Goal PS 4. Library system
- Goal PS 5. Regional coordination
- Goal PS 6. Human services
- Goal PS 7. Education

### **PUBLIC BUILDINGS AND FACILITIES ELEMENT**

- Goal PBF 1. Safe, accessible, and sustainable buildings and facilities
- Goal PBF 2. Public building and facility design

### **WATER RESOURCES ELEMENT**

- Goal WR 1. Water supply
- Goal WR 2. Water quality

## SAFETY ELEMENT

The Safety Element includes goals and policies for alleviating natural and man-made hazards. Natural and man-made hazards can include flooding, hazardous materials, fires, crime, and transportation accidents. In a survey conducted as part of the 2011 General Plan Update outreach, safety was the top priority for the citizens of Scottsdale. A holistic approach is needed to positively affect the quality of life and reduce hazards. The City of Scottsdale continues to invest in the cornerstone of safety through community partnerships and prevention strategies.



In 2005, the City of Scottsdale formed the city's first municipal fire department. The Scottsdale Fire Department provides emergency response services, fire code enforcement, arson investigations, and safety education programs. Scottsdale's Police Department provides a multitude of services ranging from crime prevention and traffic safety to promoting safety in the community.

Scottsdale is committed to promoting safety in order to enhance the livability, quality of life, and business environment of the community and reduce the effects of crime and environmental hazards. The goals and policies of the Safety Element promote high quality public health, safety, and welfare services in order to secure a safe and enjoyable environment for the citizens, businesses, and visitors of Scottsdale.

## Goals and Policies

### GOAL S 1.

Provide a safe environment for all Scottsdale citizens, visitors, and private interests.

#### POLICIES

- S 1.1.** Provide police and fire deployment stations, support facilities, and public safety information and training programs to minimize response times and maximize effectiveness in protecting the public from potential natural and man-made hazards.
- S 1.2.** Encourage the use of crime prevention strategies in the design and redevelopment of all areas of the city.
- S 1.3.** Create community partnerships and participation to reduce crime and develop safer neighborhoods.
- S 1.4.** Maintain the integrity, quality, and effectiveness of public safety services.
- S 1.5.** Maintain a high level of preparedness to respond to natural or man-made catastrophes within, or impacting, the city.

**GOAL S 2.**

Protect the health, safety, and welfare of the public from the impacts of flooding.

POLICIES

- S 2.1.** Regulate development within floodplains and watercourses to protect neighborhoods against adverse stormwater impacts.
- S 2.2.** Mitigate watercourse obstructions resulting from natural causes and restrict watercourse obstructions resulting from man-made causes.
- S 2.3.** Manage the city's floodplains consistent with the requirements of participation in the National Flood Insurance Program, FEMA's community rating system, and all other applicable federal, state, and regional regulations, standards, and practices.
- S 2.4.** Design and construct street crossing of watercourses and drainage systems for streets to promote traffic safety, where feasible.
- S 2.5.** Locate critical facilities outside of the 100-year floodplain.

**GOAL S 3.**

Provide a safe and efficient transportation system.

POLICIES

- S 3.1.** Maintain clear zones within the key safety areas around the Scottsdale Airport.
- S 3.2.** Manage the Scottsdale Airport through high quality safety and security programs that protect and enhance the stakeholders, users, surrounding communities, and property within the vicinity of the airport.
- S 3.3.** Design, develop, and manage Scottsdale's transportation projects and traffic control systems with public safety as an overriding concern.
- S 3.4.** Provide safe routes to all properties for emergency response vehicles.

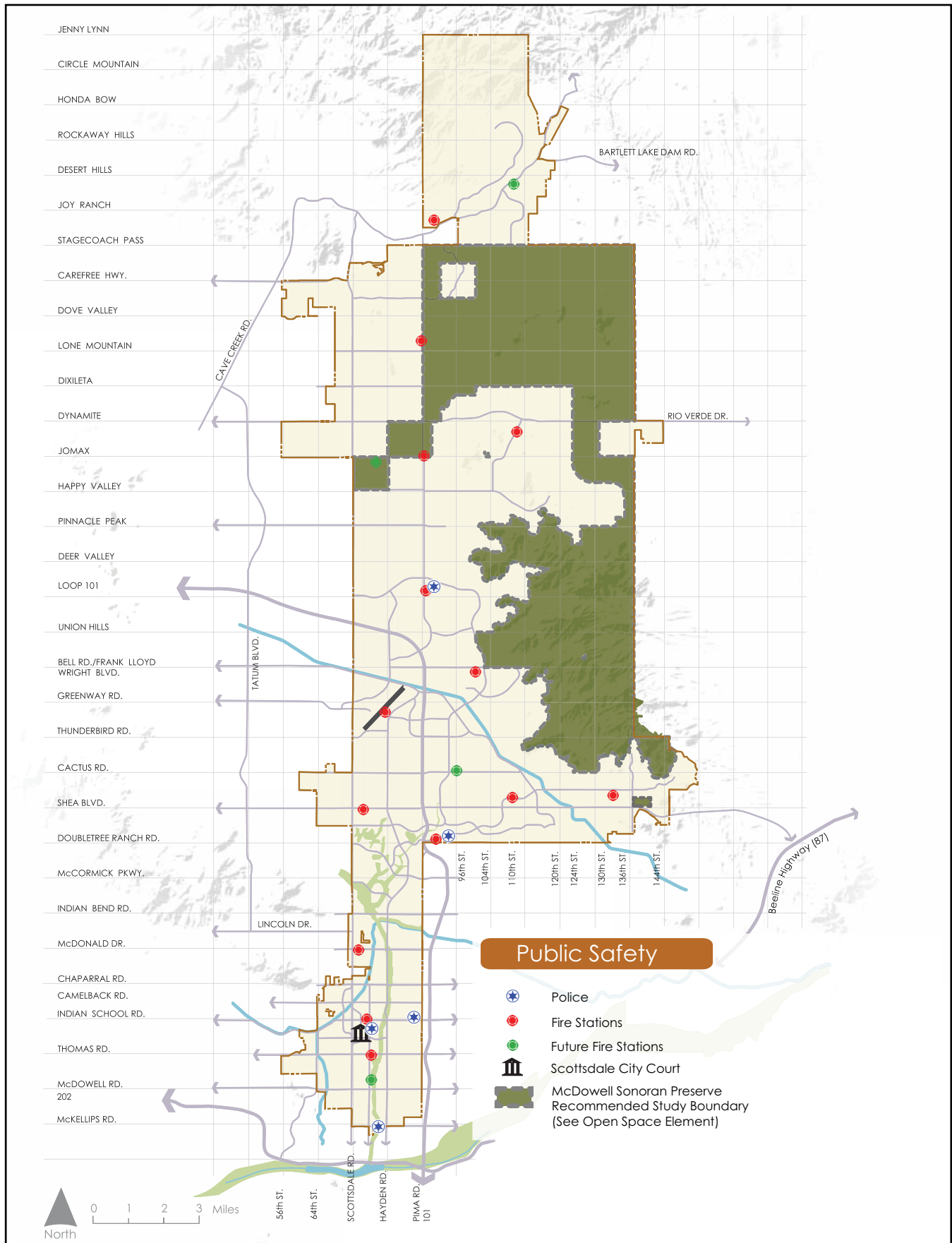
**GOAL S 4.**

Promote the safe handling, storage, and disposal of hazardous materials.

POLICIES

- S 4.1.** Properly manage hazardous materials and contaminants to minimize their potential harm to people and the environment.
- S 4.2.** Continue working with appropriate agencies to clean up hazardous waste.
- S 4.3.** Minimize the use of toxic and hazardous materials within the city and encourage the use of alternative materials and practices that are environmentally safe.

- S 4.4.** Promote the reduction of toxins in manufacturing, consumer products, and homes.
- S 4.5.** Provide training opportunities and educational materials on hazardous waste management.
- S 4.6.** Develop a transportation plan to be used when hazardous waste and materials are transported through the city.





## PUBLIC SERVICES ELEMENT

The City of Scottsdale provides a number of services to the community including, but not limited to, stormwater management, human services, libraries, and waste collection. Scottsdale strives to provide its residents, businesses, and visitors with the highest quality services.



Demand for public and human services like child and senior care, education, and utilities continue to grow and change with the population. Technology has changed the way services are provided and other public entities, nonprofit agencies, or private companies often provide services that were provided only by city government in the past. There is a growing emphasis on partnership and coordination to effectively address the increasingly complex needs of the community.

The City of Scottsdale is fortunate to have a number of public and private educational institutions in the city or in close proximity. Education is a fundamental tool for economic development. Partnerships between schools and the city serve to better provide facilities and services for the community.

This element provides goals and policies to increase the effectiveness of providing services to the community. With these long-term approaches the city will seek to offer effective and efficient delivery of public services.

### Goals and Policies

#### GOAL PS 1.

Establish and maintain an innovative, sustainable solid waste collection, recycling, and disposal delivery system.

#### POLICIES

- PS 1.1.** Continue to seek more efficient, effective, and environmentally friendly methods of solid waste collection and disposal.
- PS 1.2.** Promote source reduction, reuse, and recycling to divert solid waste from the landfills.
- PS 1.3.** Expand recycling options to enhance the efficiency and cost effectiveness of Scottsdale's recycling programs.
- PS 1.4.** Promote household composting to reduce the amount of biodegradable waste going to the landfill.
- PS 1.5.** Support the continuation of household hazardous waste and electronic collection events to provide for the safe disposal of household hazardous and electronic waste.

- PS 1.6.** Ensure that all solid waste collection and disposal activities comply with applicable county, state and federal rules, regulations and statutes.
- PS 1.7.** Provide a diverse selection of services that meet the solid waste disposal needs of neighborhoods throughout the community.
- PS 1.8.** Utilize Scottsdale's transfer station to reduce miles driven by solid waste collection vehicles, improve operational efficiency, and expand the options for future disposal sites.

## **GOAL PS 2.**

Mitigate flood hazards.

### **POLICIES**

- PS 2.1.** Design, develop, and maintain a cost effective and efficient citywide drainage system in an environmentally sound manner.
- PS 2.2.** Identify the city's stormwater management infrastructure deficiencies and implement improvements as part of the citywide stormwater master plan.
- PS 2.3.** Improve inadequate or undersized drainage facilities to mitigate both small neighborhood and large regional drainage and flood control problems.
- PS 2.4.** Retain washes in their natural condition, where practical, unless stormwater management facilities have been designated.
- PS 2.5.** Design and construct street crossings of watercourses to minimize impacts to traffic, where feasible.
- PS 2.6.** Design and construct drainage systems for streets to minimize impacts to traffic, where feasible.
- PS 2.7.** Consider a variety of drainage solutions for different portions of the community.
- PS 2.8.** Minimize flood hazards in existing developed areas through both structural and non-structural measures.

## **GOAL PS 3.**

Encourage the provision of utility systems that match the character of Scottsdale and provide reliable and efficient service for citizens, visitors, and businesses.

### **POLICIES**

- PS 3.1.** Cooperate with all utility companies in the provision of services throughout the community and the installation and maintenance of facilities in their respective franchise areas.
- PS 3.2.** Minimize the visual impact of existing and proposed utility facilities.
- PS 3.3.** Underground all new electrical distribution lines carrying less than 69kV.



**PS 3.4.** Encourage the undergrounding of all existing 69kV and lower voltage electrical lines.

**PS 3.5.** Locate utilities outside of washes and drainage easements.

#### **GOAL PS 4.**

Develop a proactive and responsive library system that serves the community's informational needs and creative skills.

##### **POLICIES**

**PS 4.1.** Accommodate the technology needs of the community by building a robust library technology infrastructure that will support the growth of computer, mobile, and accessible technologies now and into the future.

**PS 4.2.** Adapt to the changing needs of the community with contemporary service models to facilitate effective and efficient communication and information delivery.

**PS 4.3.** Focus on youth and their families as essential customers of library services through life enriching educational programming.

**PS 4.4.** Partner with other libraries to provide efficient service delivery and with community agencies to market library resources to specialized audiences.

**PS 4.5.** Act as a community resource for educational and public meetings in formal and informal library settings.

**PS 4.6.** Cultivate library customers among the city's Spanish-speaking Hispanic population by providing programs and materials of interest to that community.

**PS 4.7.** Develop programs and technologies to accommodate and engage seniors and persons with disabilities.

#### **GOAL PS 5.**

Partner with other jurisdictions and agencies to achieve maximum efficiency in city service delivery.

##### **POLICIES**

**PS 5.1.** Form partnerships in order to seek effective solutions to shared problems and community service needs.

**PS 5.2.** Cooperate with neighboring communities in providing municipal services including, but not limited to, police and fire protection, libraries, human services, and recreation.

**PS 5.3.** Maintain a close collaborative relationship with all the school districts that serve the Scottsdale area to maximize the use of school services and facilities for public benefit.

**PS 5.4.** Coordinate joint use of school facilities for city services.

**PS 5.5.** Promote active participation of local businesses in the provision of community services.

- PS 5.6.** Coordinate services locally and regionally with other public agencies, non-profits, and the private sector to reduce overlap and maximize resources.
- PS 5.7.** Maximize community resources by brokering services in city facilities and community centers. Brokering human services means providing free space in public facilities to non-profit agencies that provide services to Scottsdale citizens needing assistance.
- PS 5.8.** Coordinate with public and private schools that serve Scottsdale to support their delivery of the best educational programs achievable for the community.

#### **GOAL PS 6.**

Provide an integrated system of services, resources, and opportunities to help Scottsdale residents of all ages improve their lives, the lives of others, neighborhoods, and the total community.

#### **POLICIES**

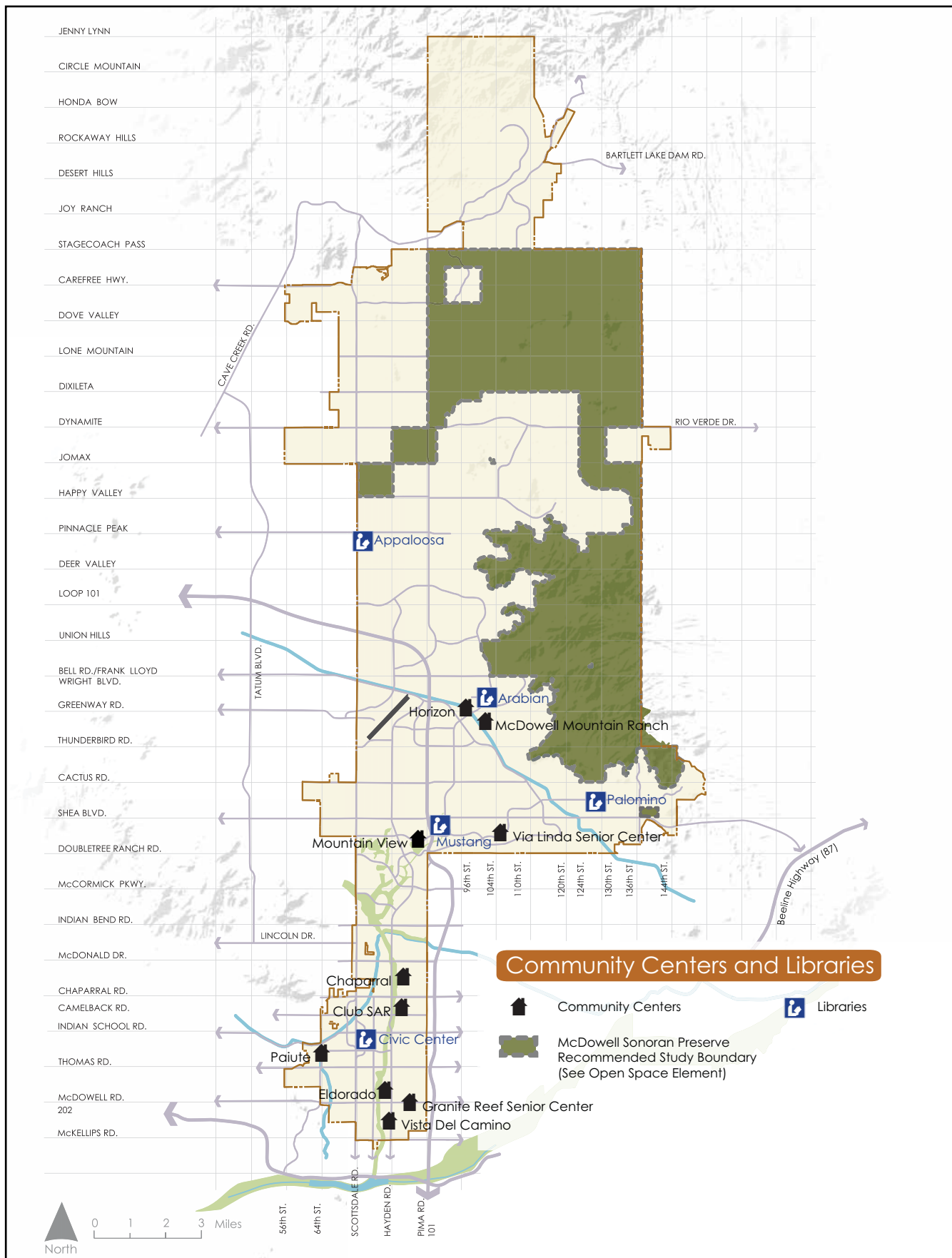
- PS 6.1.** Allocate available financial resources to citizens where human services are needed.
- PS 6.2.** Address the needs of the community's aging population by:
  - PS 6.2.A.** Providing opportunities for the aging population to interact with the community;
  - PS 6.2.B.** Promoting options for residential living, healthcare, and facilities;
  - PS 6.2.C.** Supporting and promoting the provision of elder care services by public and private providers, including employers; and
  - PS 6.2.D.** Creating measures that mitigate potential conflicts between elder care facilities and surrounding uses.
- PS 6.3.** Provide immediate assistance to Scottsdale citizens in need of economic and emotional emergency services.
- PS 6.4.** Promote social responsibility and development of personal capabilities in Scottsdale's youth and family members.
- PS 6.5.** Ensure that Scottsdale citizens with disabilities have equitable access to facilities, services, transportation, education, training, and employment.
- PS 6.6.** Recognize diversity in Scottsdale and cultivate a community where differences are valued, respected, and embraced.
- PS 6.7.** Identify existing or potential locations for care centers to provide for human service needs (for families, youth, senior citizens, victims of domestic violence, homeless, and persons with disabilities) in public facilities.
- PS 6.8.** Consider human service needs in future plans for city services and facilities including, but not limited to, transportation, parks, libraries, and water resources.

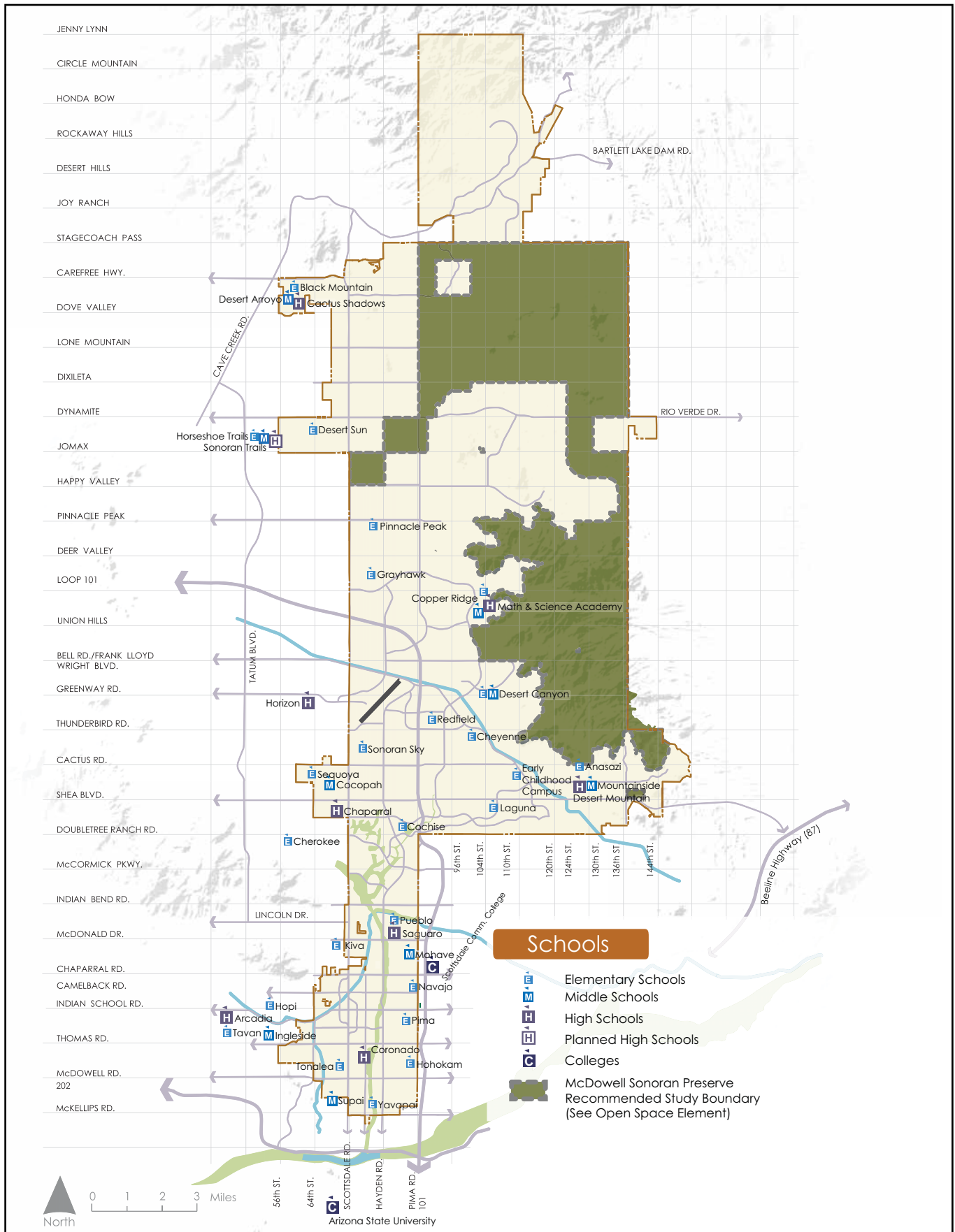
**GOAL PS 7.**

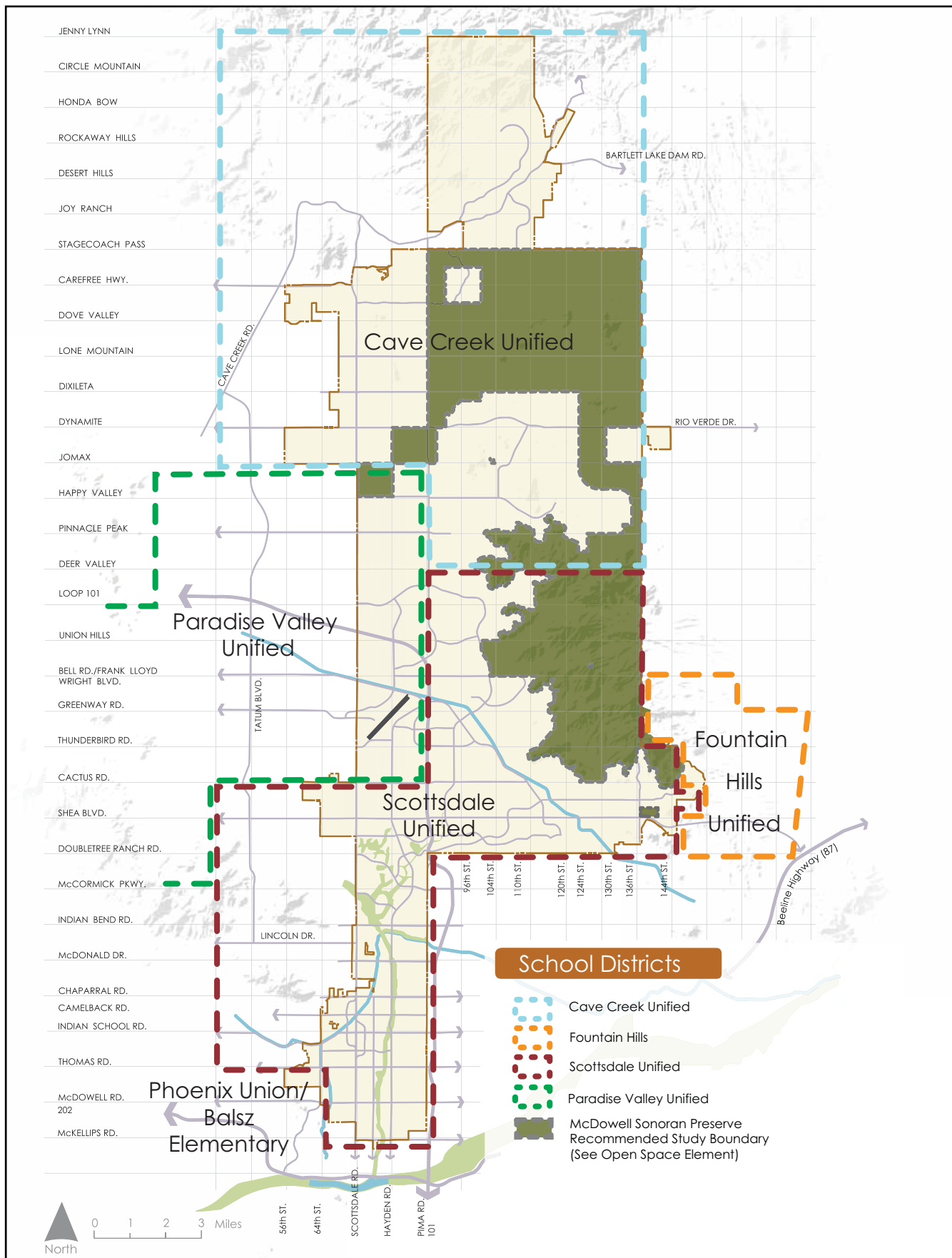
Support efforts by public and private educational institutions to improve educational facilities and services in the city.

**POLICIES**

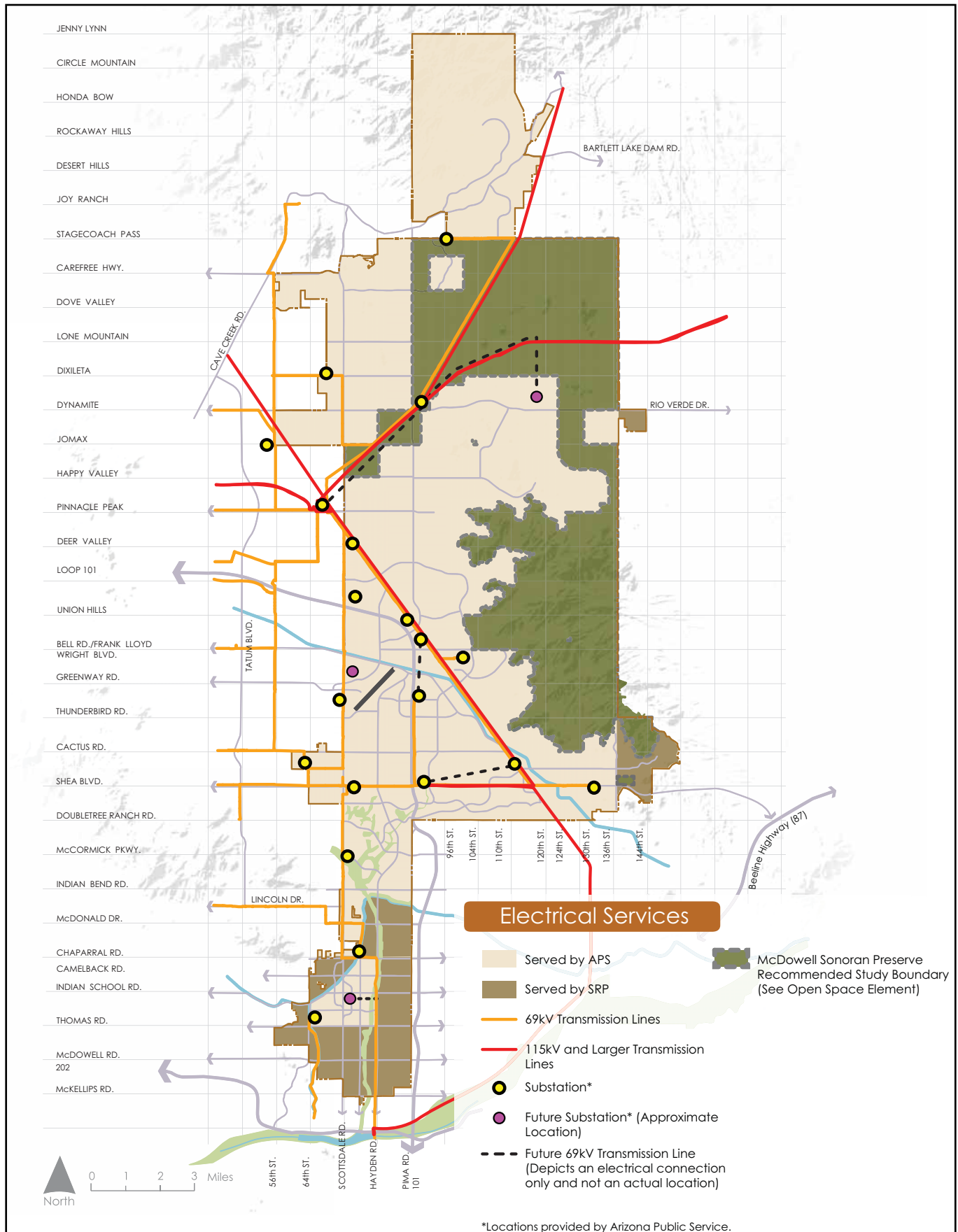
- PS 7.1.** Collaborate with schools and school districts and identify opportunities to help implement their goals.
- PS 7.2.** Encourage and support schools upgrading to meet 21st century standards.
- PS 7.3.** Strengthen schools as the center of the community.
- PS 7.4.** Expand public, public-private, community, and school partnerships.
- PS 7.5.** Promote and encourage opportunities for life long learning.













# PUBLIC BUILDINGS AND FACILITIES ELEMENT

The Public Buildings and Facilities Element discusses the municipal utilities, public structures, and properties required to meet the public infrastructure needs of the community. Scottsdale's investments in public buildings and facilities are designed to respond to the identified needs of both the existing population and those who are expected to be here in the future.



The location, size, timing, and financing of public buildings and facilities must be planned well in advance of their construction as a means of minimizing costs. New buildings will incorporate sustainable features in order to optimize their usefulness and maximize their public benefits.

The goals and policies presented in this element will further the city's effort in creating a healthy and sustainable building stock for the public, as well as providing facilities that meet the needs of a growing and changing population and that will enrich the daily lives of community members.

## Goals and Policies

### GOAL PBF 1.

Provide safe, accessible, and sustainable public buildings and facilities to meet the needs of the community.

#### POLICIES

- PBF 1.1.** Focus primary community activities, city government, and administrative services in the Civic Center complex, the "heart" of Scottsdale.
- PBF 1.2.** Enhance the delivery of services to the community's citizens, businesses, and visitors by establishing satellite city facilities.
- PBF 1.3.** Strategically locate and group public buildings, facilities, and parks to serve all areas in the city.
- PBF 1.4.** Provide accessible public buildings and facilities to all community members.
- PBF 1.5.** Work with healthcare administrators within city boundaries in planning for and developing facilities to serve the citywide community.
- PBF 1.6.** Design, construct, and maintain buildings that provide access to global information technology through the delivery of core infrastructure.
- PBF 1.7.** Meet or exceed municipal facility industry standards for space/staff ratios with public buildings.

**PBF 1.8.** Incorporate future public facility needs to a citywide facilities master plan and to the city's Capital Improvement Program.

**PBF 1.9.** Design, construct, and maintain public buildings and facilities in ways that reduce negative impacts on the environment and occupants by incorporating green building design and practices.

#### **GOAL PBF 2.**

Design new public buildings and improve existing public buildings and facilities to be appealing community gathering spaces.

#### **POLICIES**

**PBF 2.1.** Design and construct city buildings and facilities that demonstrate excellence in architectural design and showcase the city's leadership in sustainability.

**PBF 2.2.** Design and construct new community facilities to have flexible functions to ensure adaptability to the changing needs of the community.

**PBF 2.3.** Explore ways to expand public buildings and facilities space availability for community events, classes, and cultural activities.

**PBF 2.4.** Reinvest in aging facilities to improve their useful lifespan, appearance, and function.

**PBF 2.5.** Conduct comprehensive analyses and develop improvement plans for long-term public facility replacement requirements and costs.

**PBF 2.6.** Make infrastructure improvements on public open space that are consistent with the goals of protecting and working with the natural environment.

**PBF 2.7.** Incorporate green building standards in the updating and remodeling of city buildings and facilities.

**PBF 2.8.** Design city buildings and facilities to complement the character and context of the surrounding area.

# WATER RESOURCES ELEMENT

The City of Scottsdale has a multi-faceted water resources portfolio aimed at providing the community with a long-term assured water supply. The city's water resources portfolio consists of surface water supplies, which include Salt River Project and Central Arizona Project, groundwater supplies, and reclaimed water. Scottsdale's water resources systems include water supplies, water treatment, water transmission and delivery, wastewater collection, and wastewater treatment systems.



Cities are required to demonstrate that sufficient water supplies are available for the next 100 years prior to allowing any new development. Therefore, the city has focused on obtaining renewable surface water supplies, increasing artificial recharge, and reducing groundwater pumping to obtain safe-yield. In 2006, the city achieved a significant milestone by reaching safe-yield in groundwater usage. By reaching this milestone, the city is demonstrating responsible stewardship of groundwater resources and helping to maintain a sustainable water supply for future generations by not withdrawing more groundwater than is being replenished through natural or artificial recharge.

Scottsdale requires participation by developers to avoid negative impacts on the city's operational and capital expenditure accounts in the cost of extending water and wastewater systems to new developments. The total cost of providing new water and wastewater services and the cost of providing the legal rights to new water supplies are reflected in the water and sewer development fees.

The City of Scottsdale is committed to providing safe, reliable, and quality drinking water every day. The Water Resources Element provides goals and policies that promote a sustainable water supply for Scottsdale residents into the future and one that excels in quality.

## Goals and Policies

### GOAL WR 1.

Ensure renewable, long-term water supplies for the community.

#### POLICIES

- WR 1.1.** Maintain safe-yield conditions in the city water service area by continuing to work to reduce groundwater pumping, continuing to increase use of surface water supplies, and maximizing the amount of water that is recharged.
- WR 1.2.** Continue to supply increased demand created by growth with renewable sources including Central Arizona Project water rights and reclaimed wastewater.
- WR 1.3.** Acquire additional renewable surface water supplies as required.

- WR 1.4.** Update the city's 100-year Assured Water Supply designation as new sources of water supply are acquired.
- WR 1.5.** Recognize the value of water and wastewater as resources to be managed in order to contribute to a sustainable community.
- WR 1.6.** Strive for new service delivery costs to be appropriately borne by those desiring the service without adversely impacting existing customers.
- WR 1.7.** Use water, water resources, and sewer development fees to ensure that new growth pays for itself when extending the water and wastewater systems to serve new growth.
- WR 1.8.** Strive for the elimination of private septic systems and connection to the city sewer collection system, where practical and feasible.
- WR 1.9.** Work regionally with other water providers to promote localized recharge, localized reuse of wastewater, and localized use of available surface water supplies (versus use of groundwater).
- WR 1.10.** Proactively site, drill, construct, and equip new groundwater recharge wells in the most effective locations available to facilitate replenishment activities that help stabilize groundwater levels, protect water supplies for future generations, and mitigate land subsidence.
- WR 1.11.** Ensure that the city's potable water distribution system can effectively deliver treated surface water to every portion of the water service area (as little reliance on groundwater wells as possible).
- WR 1.12.** Take positive steps to promote long-term sustainability of groundwater resources.
- WR 1.13.** Increase groundwater recharge of renewable supplies, both independently and in conjunction with others.
- WR 1.14.** Develop regional partnerships with other local governments and Indian communities to facilitate cross boundary shared water demand, sustainable management of water resources, and protection of Scottsdale's water infrastructure.
- WR 1.15.** Develop plans to address the potential negative impacts of long-term climate change on Scottsdale's water supplies.
- WR 1.16.** Utilize a proactive asset management program for the maintenance and replacement of infrastructure.



**GOAL WR 2.**

Meet or surpass all applicable water quality standards for domestic, commercial, and industrial uses.

**POLICIES**

- WR 2.1.** Maintain a safe and healthy environment for community members through the use of appropriate water and wastewater treatment processes, while managing the quality of the distribution system and wastewater collection system.
- WR 2.2.** Provide a water and wastewater system which achieves the highest level of customer satisfaction possible.
- WR 2.3.** Ensure that Scottsdale drinking water always complies with Safe Drinking Water Act standards and future regulatory requirements by updating or adding necessary treatment to existing facilities.
- WR 2.4.** Maintain an Industrial Pretreatment Program to ensure compliance with city, state, and federal regulations to protect publicly owned wastewater collection and treatment systems.

